

POLICE COMMUNICATIONS OFFICER I

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

Employees in positions of this class perform entrance-level work in operating communications equipment, keeping records, and other duties related to the operation of the Police Communication Bureau. Duties of this class require the ability to act independently following standard operation procedures. Employees of this class perform the actual dispatch of apparatus/personnel, provide subsequent field support services, and are sufficiently knowledgeable of effectively capable of communicating the operational policy for Police Service. This class must provide related coordination with Department officials, including recommendation and support assistance. Police Communications Officers I are accountable to Police Communications Supervisors for assignments and duties.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned nor are they intended to exclude other duties which may be reasonable assignments for this class.

Receive assigned Public Safety, Emergency, 911, and non-emergency telephone calls, interrogates caller to determine nature of service/assistance needed, acquire the most accurate information practical, forward this information to a Police Communications Officer and/or a Fire Communications Officer for dispatch. The Police Communications Officer I, determines the needs and services of the caller and either forwards the complaint or information to a dispatch officer or refers the caller to the proper Unit, Division or Department for further handling.

Provides Emergency Medical pre-arrival instructions when appropriate.

Keeps logs, records, files, and lists by making entries on a regular basis or by periodically reviewing and up-dating information.

Files report forms, cards, logs, tapes, or other items for future reference, fills out forms, reports, or official documents required by the department.

Notifies repair crew or supervisor of any malfunctioning equipment.

Trains new communication officers by giving demonstrations, assisting with work performance, or supervising work performed during training period.

Maintains record of location and status of police units, makes frequent contact with these units, takes request for assistance and complies with such, relays instructions from supervisors, messages, emergency information and/or supervises that activity relative to advising of information by dispatch.

Receives automatic alarms and/or supervises dispatch activity.

Advises number of field personnel for initial response.

Coordinates and verifies the appropriate staff and/or agency notification in the event of major incidents and/or supervises this activity per department policy.

Maintains records, logs, files, and lists such as log of shift activity for division officers and records on information relating to all incidents.

Participates in on scene drills, schools, civil defense exercises, etc.

Contributes to the development of administrative procedures, supports, promotes and/or advises on matters related to the proper operational policy.

Maintains positive public relations.

Performs related duties as assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements must be met before admission to examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and passing a civil service examination for the position.

Applicant must possess one of the following: high school diploma, general educational development (G.E.D.) certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. certificate.

Must be at least twenty-one (21) years of age.

Must demonstrate a working knowledge of the geography of the city including the location of major subdivisions, location of major landmarks, main streets and highways.

Must present, with the application, a certificate of verification of the ability to type at least 35 words per minute.

Before permanent appointment, must successfully demonstrate ability to function during periods of quick changing conditions, which require completion of multiple tasks within short time frames.

Before permanent appointment, must successfully demonstrate ability to interrogate individuals, break hysteria thresholds, compose and communicate accurate and complete dispatch information via the computer aided dispatch system.

Before permanent appointment, must successfully demonstrate complete a Police Department approved 40 hour Telecommunicator course. This training is offered as part of the new employee's basic training.

Before permanent appointment, must successfully demonstrate complete a Police Department approved emergency medical dispatch course. This training is offered as part of the new employee's basic training.

After offer of employment, but before beginning work in this class, must pass a medical examination prepared and administered by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

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